



HOSPITALITY/CONCESSIONS VOLUNTEER CHECKLIST

Updated 1/23/18

*** Please wear black pants, a white or black shirt (or SLO REP polo/T-shirt), and closed-toe shoes. All volunteers must wear a SLO REP apron or vest, provided by the Theatre. Volunteers need to arrive no later than your scheduled start time. If you are running more than 5 minutes late, call or text the house manager. ***

BEFORE THE LOBBY IS OPEN

- CHECK IN WITH HOUSE MANAGER UPON ARRIVAL** – Verify audience size & duties (Hospitality or Concessions)
- Once H.M. has given the ok, go back to kitchen to start setting up

HOSPITALITY SETUP

- Start brewing coffee: 1 filter, 1 scoop of grounds, 1 full pot or pitcher of water – **always have a pot ready to catch the coffee!** – Decaf gets brewed into orange handled pot
- While coffee is brewing, set up coffee bar in lobby (round table in center of lobby) with full condiment baskets, stir sticks, white napkins in a basket, and “No Food in Theatre” sign
- While brewing additional pots of coffee, stock and clean all restrooms (get TP/paper towel dispenser keys from H.M.)
- Transfer brewed coffee to pump carafes and hang Regular or Decaf signs on correct carafes; Take carafes out to coffee bar
- Sweep lobby, spot mop if needed, empty any trashcans that are more than half full, set up tablecloths in lobby if needed, turn on all candles for evening shows
- Get programs and iPod from H.M.

CONCESSIONS SETUP

- Fill one gray plastic bin with still and sparkling waters and sodas, topped with light ice;
- White bowl with ice and ice tongs;
- 1 bar towel;
- Donation jar and plastic stand;
- Coffee cups, Soda cups
- Platter of Cowboy Cookies (all available flavors)
- iPad with stand (from H.M.)
- **Count starting cash** in bar drawer (should be \$150) and initial bar sheet next to house manager’s initials
- Put tablecloths and candles on back patio (clip tablecloths under the tables so they don’t blow away)

- All Volunteers meet with H.M. & Stage Manager in lobby 5 minutes before opening lobby to check run times of show and any specific instructions

WHILE LOBBY IS OPEN (1 hour before show starts)

- Hospitality Volunteer stays stationed at front door to admit patrons (use the “Search for Order” feature in the TicketScan app to find the patron by last name); go to kitchen to get more beverages or cookies for Bar or Concessions should they run out
- Concessions Volunteer stays stationed at the concession stand selling items through the iPad
- All volunteers clean up any spills in the lobby as they happen

WHILE HOUSE IS OPEN (15 minutes before show starts)

- Continue to admit patrons at front door (H.M. may have a volunteer go outside to admit patrons in to keep the line moving); continue selling concessions
- When H.M. asks, Hospitality checks restrooms for any remaining patrons
- DO NOT walk into the theatre or stand by the theatre doors to “check out” if people are in their seats – stay at your posts at the front doors and concession stand unless otherwise instructed by the H.M.**

DURING ACT I

- Hospitality stays at the front door to catch any latecomers/Concessions stops all sales **until H.M. releases you to set up for intermission**
- Hospitality returns iPod and any extra programs to H.M.; Refresh coffee bar; brew more coffee if needed (carafes should be at least half full for intermission); Clean/stock restrooms as needed
- Concessions volunteer replenishes concessions supplies (beverages, cookies, etc.) as needed; Empty any trash in lobby that is more than half full
- Stay clear of the lobby & theatre doors while show is running** – actors may have fast entrances/exits through lobby

CHECKLIST CONTINUED ON OTHER SIDE



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DURING INTERMISSION

- Hospitality Volunteer stays stationed at front or back doors – interact with patrons, clean spills as they occur, remove empty coffee carafes; get more beverages or cookies from kitchen should bar or concessions run out; When H.M. asks, check restrooms for any remaining patrons
- Concessions volunteer stays at concession stand selling items
- DO NOT** walk into the theatre or stand by the theatre doors to “check out” if people are in their seats – **stay at your posts unless otherwise instructed by the H.M.**

DURING ACT II

- Hospitality counts cash from tip jars (set aside \$4 of “seed money”) with H.M. at the concessions stand; fill out & sign cash report slip, begin hospitality clean up
- Concessions counts cash from sales with H.M. at the concessions stand; fill out & sign cash report slip and drawer sheet (ending cash should be \$150) with H.M. at the concessions stand; fill out & sign cash report slip (Tip Jars + Concession Sales = Total Hospitality Cash); begin concessions cleanup
- Hospitality Cleanup:** take all coffee bar items to kitchen, put all items back *exactly* where you found them; dump & rinse carafes – leave open on the counter to dry; refill coffee condiment baskets; clean & fully restock restrooms; empty trash as needed; sweep/spot mop lobby if needed
- Concessions Cleanup:** take all concession stand items to kitchen; put all items back *exactly* where you found them; dry beverages before putting them back in fridge; restock refrigerators from shelves in kitchen if necessary; dump ice in sink; **wash/dry/put away any bowls/dishes/tongs**; wipe counters in lobby; bring in patio tablecloths & candles; empty trash as needed
- Leave vests/aprons in kitchen, collect all personal items, **return any keys to H.M.**
- CHECK OUT WITH H.M. BEFORE LEAVING THE THEATRE**

CHECKLIST CONTINUED ON OTHER SIDE